

Project Support volunteer

Project/Service:	(Please include project name)
Location:	Borough + nearest tube station
Support and supervision from:	(must include named supervisor)
Commitment:	X hours/week for a minimum of 6 months. Please be specific e.g. Mon-Fri from 9-5/opportunity to volunteer at weekends/evenings

Where will I be volunteering?

Description of project/service, including; client group, support needs, team numbers, complex needs.

What will I be doing?

As a Project Support volunteer you will be assisting clients, staff and the wider project with a range of tasks in the project. The role is based on the needs of the project on a day to day and an ongoing basis. The role covers a range of areas which will include support in administrative duties, client facing support and help in the general running of the project. Some of the key areas may include:

Supporting administrative and reception tasks; these can be manning the reception area and handling client and visitor queries and carrying out administrative tasks, such as recording information.

Supporting in a client-facing capacity; this can be helping to run and lead on activities and initiatives in the project; accompanying clients to the library, job centre and to local community activities; helping clients in their search for private rented accommodation; supporting clients in a range of practical ways under the guidance of keyworkers.

Supporting staff in the project; this can be carrying out health and safety checks; providing help in bagging the belongings as residents move out of the accommodation and any other general support.

Volunteers must meet the following criteria:

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- Understanding of the causes of homelessness and its impact.
- Ability to work with people who may have offending behaviour, substance use and/or mental health, with sensitivity and respect. We particularly welcome applicants with experience of using and moving on from support services.
- Willingness to attend training to develop you in your volunteer role.

What support will I receive?

- Induction training to prepare you to volunteer and access to additional training.
- Regular support from your volunteer supervisor.
- There is a dedicated Volunteer Services team to support your volunteering.
- Out of pocket travel expenses will be reimbursed.

I would like to help: Complete the online application form which is available on our website. If you need support with filling out the online application please get in touch. Contact details:

Email: volunteerservices@mungos.org

Telephone: 0203 856 6160